

Questions to Answer When Observing a Team Meeting or Problem-Solving Session

To obtain an objective opinion about how a team is functioning, recruit an outside observer to sit in on a team meeting or problem-solving session. The following questions can be used to record the behaviors of the group members and the group processing outcomes.

- 1** Did the team get started on time, and, if so, how was this accomplished?
- 2** How well did the team set up its agenda and structure for the meeting?
- 3** How did the team establish their rules and follow their predetermined procedures?
- 4** How did the team share information and explore different perspectives or points of view?
- 5** How did the team handle conflict?
- 6** How did the team stay on task?
- 7** How were ideas accepted, rejected, or recorded?
- 8** How were decisions made?
- 9** How was consensus achieved?
- 10** How active and widespread was the participation of team members?
- 11** How did the team reflect on its own functioning?
- 12** How did the team leader or facilitator maintain order, control, and time on task?
- 13** What type of climate emerged?
- 14** What types of minutes or records were kept?
- 15** How were follow-up tasks and timelines delegated or handled?